

## SC DMH Client Advocacy Report May 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	58
Harris	13	55
Morris Village	1	14
Hall	0	12
Tucker	0	4
BPH-Forensics	16	106
Mental Health Centers	42	194
<b>Total</b>	<b>81</b>	<b>443</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	92	299
Information, Referral & Other Assistance <sup>1</sup>	9	45

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	31	17	32	19	80
2) Admission & Discharge	25	20	14	13	59
3) Information & Advocacy	9	1	5	2	15
4) Physical Environment	5	18		3	23
5) Inpatient Rights	56	54	2	12	112
6) Personal Property & Money	17	16	17	8	50
7) Confidentiality & Consent	2	2	19	2	23
8) Treatment	16	7	134	34	157
9) Other Rights Issues	3	1	28	4	32
<b>Total<sup>5</sup></b>	<b>164</b>	<b>136</b>	<b>251</b>	<b>97</b>	<b>551</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	4	4		2	8
b. Excessive Restraint, Seclusion & PRNs	3	1		1	4
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	16	9	31	15	56
e. Neglect	8	1		1	9
f. Financial Exploitation		1			1
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	18	12		8	30
b. Community Placement (where)	4	4		2	8
c. Periodic Court Review		3	1		4
d. Questions, Education & Other	3	1	13	3	17
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3		1	2	4
b. Access to Legal Resources	6	1	2		9
c. Questions, Education & Other			2		2
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	2	2		1	4
b. Linens, Clothes & Toiletries	3	6			9
c. Disrepair of Physical Plant		6		1	6
d. Cleanliness of Facilities		4		1	4
<b>5) Inpatient Rights</b>					
a. Privacy	3	1			4
b. Safety	3	14	1		18
c. Freedom, Privileges & Fairness	33	14	1	5	48
d. Communication	8	11		2	19
e. Health Care	9	14		5	23
<b>6) Personal Property &amp; Money</b>					
a. Property	8	11		2	19
b. Money, Entitlements, Rep. Payee	3	5	2	3	10
c. Billing Issues	3		13	2	16
d. Other Non-DMH Issues	3		2	1	5
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			10		10
b. Breach of Confidentiality	2		8	2	10
c. Issues of Consent, Confidentiality, etc.		2	1		3
<b>8) Treatment</b>					
a. Eligibility for Services	2		19	3	21
b. Accessibility to Staff & Treatment	3		46	10	49
c. Individualized, Client-Driven	8	6	68	20	82
d. Right to Refuse Treatment	3	1	1	1	5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education			1	1	1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			14	2	14
f. Legal assistance for Non-DMH issues	2	1	13	1	16

